

DDC & DDSP Employees Attend Management Class

By Stacy Umstead, DDC Command Affairs

The second of six accredited courses has been completed at Defense Distribution Center (DDC). Approximately 40 employees from the Defense Distribution Center and Defense Distribution Depot Susquehanna, Pennsylvania attended Organizations: Structure and Process (Management 310) every Tuesday or Wednesday evening. The course was brought to the DDC through a partnership with Penn State University.

The course offered concepts and applications of organizational theory, behavior, and interpersonal communications and examined organizational behavior at the individual and group levels as well as studied management processes for communications, decision making, motivation, leadership and conflict resolution.

The course syllabus included extensive reading, case studies, class participation and oral presentation. Students were required to successfully pass three exams.

According to one student, "This class was a challenge in more ways than one. The information does apply to our work structure here at the DDC. There was subject matter that really opened my mind to understanding employees' behavior and ways to become

more tolerant by providing solutions for a better overall operation."

The DDC Business Logistics Certificate program is customized to meet the specific needs of DDC, as well as the academic criteria established by Penn State. The program consists of an in-depth series of business and logistics courses, including several soft-skill courses, which will take approximately 24 months to complete.

The Business Logistics Certificate Program is a DDC initiative intended not only to increase individual employees' skills and knowledge in the field of business and logistics, but to further enhance the skills of the overall DDC organization and to prepare for tomorrow's challenges.



*Penn State Instructor,
Mr. Hal Ranck.*



DDC & DDSP employees at Wednesday Night Class.

DDC Financial Policy Team Focuses on Customer Service

By Ernie Whitehouse, DDC Financial Operations

The Director of Financial Operations at the Defense Distribution Center (DDC J-8) established the Financial Policy Team as the result of directorate restructuring on October 15, 2001. The team reports directly to the Chief, Financial Policy and Planning Division. The focus of the team is to strive for excellence in customer service.

Shortly after forming, the team underwent team training, which greatly aided in facilitating the team's direction and overall working relationships. In fact, a charter for the team was initiated and made available for each member.



*The DDC Financial Policy Team, standing:
Ernie Whitehouse, Jack Joseph; seated: Joan Schmidt,
Susie Keck, Pam Smith, Nancy Day, and Brenda Smith.*

The Financial Policy Team is charged with issues from Activity Based Costing/Management (ABC/M), to Distribution Center Profiles, the Beneficial Suggestion Program, the Management Control Program, Financial Policy, the Financial Liability Investigation of Property Loss (FLIPL) Program, and Checklist Development.

Although the above programs are under varying degrees of maturity and development, each member of the team has taken a "program management" ownership of their assigned area versus an ad hoc approach. As such, the members maintain plans of action, and milestones for their programs have been designated as the point of contact for their area, and are in the process of developing related program briefings to be used for orientation and program status purposes.

The Financial Policy Team has shown tenacity in learning their programs, been innovative in their approach, and is demonstrating excellent customer service.

The team members include: Ernie Whitehouse, Team Leader; Susie Keck, ABC/M; Joan Schmidt, Depot Profiles & Beneficial Suggestions; Pam Smith, Management Control Program; Jack Joseph, Financial Policy Coordination; Nancy Day, FLIPL; and Brenda Smith, Checklists.